

## Question/Answer

**Question:** Caller is requesting Preauthorization regarding medical care.

**Answer:** *We are unable to authorize medical care as of August 15, 2014. These inquiries should be directed to the appropriate Guarantee Fund – the Guarantee Fund is determined by the claimant's state of residence.*

**Question:** Caller is requesting authorization on prescriptions, mileage and durable medical equipment.

**Answer:** *We are unable to authorize medical care as of August 15, 2014. These inquiries should be directed to the appropriate Guarantee Fund – the Guarantee Fund is determined by the claimant's state of residence.*

**Question:** Employer/employee calls to report a new claim as of 08.15.14 or after

**Answer:** New claims should be emailed to [Intake@freestoneinsurance.com](mailto:Intake@freestoneinsurance.com) or faxed to 972-233-0191

**Question:** Caller is requesting premium refund

**Answer:** *The policyholder should go to the following website and complete a Proof of Claim prior to the 12.31.15 deadline. No funds will be disbursed to any party until after the filing deadline and all Proof of Claims verified and direction provided on amounts allotted for refunds.*

[http://www.delawareinsurance.gov/departments/berg/rehab\\_bureau\\_freestone.shtml](http://www.delawareinsurance.gov/departments/berg/rehab_bureau_freestone.shtml)

**Question:** Caller is requesting commission be paid

**Answer:** *Caller should go to the following website and complete a Proof of Claim prior to the 12.31.15 deadline. No funds will be disbursed to any party until after the filing deadline and all Proof of Claims verified and direction provided on amounts allotted for refunds.*

[http://www.delawareinsurance.gov/departments/berg/rehab\\_bureau\\_freestone.shtml](http://www.delawareinsurance.gov/departments/berg/rehab_bureau_freestone.shtml)

**Question:** Caller is requesting return of their collateral

**Answer:** *Caller should submit a copy of all collateral payments – front/back of check copies and/or wire transfers. They will also go to the following website and complete a Proof of Claim prior to the 12.31.15 deadline. No funds will be disbursed to any party until after the filing deadline and all Proof of Claims verified and direction provided on amounts allotted for refunds.*

[http://www.delawareinsurance.gov/departments/berg/rehab\\_bureau\\_freestone.shtml](http://www.delawareinsurance.gov/departments/berg/rehab_bureau_freestone.shtml)

**Question:** Caller is requesting Loss Runs

**Answer:** *Freestone will continue to provide Loss Runs through the close of business September 13, 2014. Loss Run requests on or prior to September 13, 2014 should be emailed to [Losscontrol@freestoneinsurance.com](mailto:Losscontrol@freestoneinsurance.com)*

**Question:** Caller is requesting bill payment status for medical services

**Answer:** *The caller should be referred to the appropriate Guarantee Fund for assistance. The Guarantee Fund is determined by the claimant's state of residence.*

**Question:** Caller is inquiring about their indemnity benefit payments for their Work Comp claim

**Answer:** *See attached – all claimants who are currently receiving indemnity benefits for loss of wages, death benefits or impairments benefits will be issued one check on 08.15.14 for an eight week period with the exception of IL. The IL Guarantee Fund has advised they will not reimburse the Carrier/Receiver for the issuance of the eight weeks so IL claimants will not receive an indemnity check going forward – their calls should be referred to the IL Guarantee Fund.*

**Question:** Caller is asking who will be handling their claim going forward

**Answer:** *The Guarantee Fund applicable is based off of the claimant's state of residence.*

**Question:** Caller is asking about litigation matters

**Answer:** *All litigation will have an additional 180 day Stay filed from the Liquidation date of 08.15.14.*

**Question:** Caller advises their claim is closed but they need it reopened

**Answer:** *For Workers' Compensation, please document the caller's name, claim no. and call back no. and email to Charles Winters and for GL, Auto and HO, please email Jason Smith (GL)*

**Question:** Caller is asking if the Liquidation Order applies to Dallas National Insurance Company or Freestone

**Answer:** *Freestone Insurance Company is formally known as Dallas National Insurance Company (they are one in the same, not two separate companies) and the Liquidation Order is applicable*